

# Chapter 1. INTRODUCTION

## Section 1. GENERAL

### 1-1-1. PURPOSE

This order prescribes procedures and phraseology for use by air traffic personnel providing flight services. Flight service specialists are required to be familiar with the provisions of this order that pertain to their operational responsibilities and to exercise their best judgment if they encounter situations that are not covered.

### 1-1-2. DISTRIBUTION

This order is distributed to selected offices in Washington headquarters, regional offices, the William J. Hughes Technical Center, the Mike Monroney Aeronautical Center, all air traffic field facilities, international aviation field offices, and interested aviation public.

### 1-1-3. CANCELLATION

Order 7110.10M, Flight Services, effective February 26, 1998, is canceled.

### 1-1-4. EXPLANATION OF CHANGES

Changes incorporated into this basic order as well as changes submitted in the future are found in the explanation of changes page(s). It is advisable to retain these page(s) throughout the duration of the basic order. If further information is desired, direct questions through the appropriate facility/region staff to ATP-300.

### 1-1-5. EFFECTIVE DATE

- a. This order is effective February 24, 2000.
- b. This order and its changes are scheduled to be published to coincide with AIRAC dates. The effective dates will be:

Publication Schedule		
Basic or Change	Cutoff Date for Submission	Effective Date of Publication
Change 1	2/24/00	8/10/00
Change 2	8/10/00	1/25/01
Change 3	1/25/01	7/12/01
7110.10P	7/12/01	2/21/02

- c. Facilities shall notify regional distribution officers if orders or changes are not received at least 30 days prior to effective dates.

### 1-1-6. RECOMMENDATION FOR PROCEDURAL CHANGES

- a. Submit recommended changes directly to the facility management.
- b. Procedural changes will not be made to this order until software for Model 1 Full Capacity (M1FC) and AIS has been adapted to accomplish the revised procedures.

### 1-1-7. SUBSCRIPTION INFORMATION

This publication may be purchased from the U.S. Government Printing Office. Address subscription inquiries to:

Superintendent of Documents  
 Government Printing Office  
 Washington, DC 20402  
 Telephone: (202) 512-1800  
 Internet: [http://www.access.gpo.gov/su\\_docs](http://www.access.gpo.gov/su_docs)

FAA Air Traffic Publications are also available on the FAA's web site at <http://www.faa.gov/ATpubs/>

## Section 2. TERMS OF REFERENCE

### 1-2-1. WORD MEANINGS

As used in this manual, the words listed below have the following meanings:

- a. "Shall" or an action verb in the imperative sense means a procedure is mandatory.
- b. "Should" means a procedure is recommended.
- c. "May" or "need not" means a procedure is optional.
- d. "Will" means futurity, not a requirement for application of a procedure.
- e. Singular words include the plural.
- f. Plural words include the singular.
- g. "Aircraft" means the airframe, crew members, or both.
- h. "Altitude" means indicated altitude mean sea level (MSL), flight level (FL), or both.
- i. "Miles" means nautical miles unless otherwise specified and means statute miles in conjunction with visibility.
- j. "Time," when used for ATC operational activities, is the hour and the minute/s in Coordinated Universal Time (UTC). Change to the next minute is made at the minute plus 30 seconds, except time checks are given to the nearest quarter minute. The word "local" or the time zone equivalent shall be stated when local time is given during radio and telephone communications. The term "ZULU" may be used to denote UTC.

### 1-2-2. NOTES

Statements of fact or of an explanatory nature and relating to the use of directive material have been identified and worded as "Notes."

### 1-2-3. 7110.10 CHANGES

- a. Each reprinted, revised, or additional page will show the change number and the effective date of the change.
- b. Bold lines in the margin of the text will mark the location of all changes except editorial corrections.

### 1-2-4. ABBREVIATIONS

Abbreviations authorized for use in the application of the procedures in this order are those contained in FAAO 7340.1, *Contractions*.

#### NOTE-

*In this order, the abbreviation M1 identifies Model 1 Full Capacity procedures. AIS identifies AIS procedures.* ■

### 1-2-5. EXAMPLES

Any illustration used which serves to explain subject material is identified as an "Example."

### 1-2-6. PHRASEOLOGY

Phraseology depicted in this order is mandatory.

#### NOTE-

*Exceptions to this para are referenced in para 5-1-1, and para 14-1-2 Note.*

## Section 3. RESPONSIBILITY

### 1-3-1. PROCEDURAL APPLICATIONS

Apply the procedures in this order, except when other procedures are contained in a letter of agreement (LOA) or other appropriate FAA documents, provided they only supplement this order and any standards they specify are not less than those in this order.

#### NOTE-

1. *Pilots are required to abide by applicable provisions of 14 CFR or any other pertinent regulations regardless of the application of any procedure in this order.*

2. *FAAO 7210.3, Facility Operation and Administration, contains administrative instructions pertaining to these letters and documents.*

### 1-3-2. DUTY PRIORITY

Because there are many variables involved, it is impossible to provide a standard list of duty priorities that apply to every situation. Each set of circumstances must be evaluated on its own merit, and when more than one action is required, personnel shall exercise their best judgment based on the facts and circumstances known to them. Action which appears most critical from a safety standpoint should be performed first.

a. The following order of duty priorities is offered as a guideline.

1. Emergency Situations.
2. Inflight Services.
3. Preflight Services.

b. Emergency situations are those where life or property is in immediate danger. Inflight services are those provided to or affecting aircraft in flight or otherwise operating on the airport surface. This includes services to airborne aircraft, such as NAVAID monitoring and restoration, LAA, delivery of ATC clearances, advisories or requests, issuance of military flight advisory messages, EFAS, NOTAM's, SAR communications searches, flight plan handling, transcribed or live broadcasts, weather observations, PI-REP's, and pilot briefings. Preflight services are those which directly affect aircraft operations but which are provided prior to actual departure and usually by telephone. These include pilot briefings, recorded data,

flight plan filing/processing, and aircraft operational reservations.

### 1-3-3. DUTY FAMILIARIZATION AND TRANSFER OF POSITION RESPONSIBILITY

The transfer of position responsibility shall be accomplished in accordance with appropriate facility directives each time the operational responsibility for a position is transferred from one specialist to another. The relieving specialist and the specialist being relieved shall share equal responsibility for the completeness and accuracy of the position relief briefing.

a. *Purpose.* This para prescribes the method and the step-by-step process for conducting a position relief briefing and transferring position responsibility from one specialist to another.

b. *Discussion.*

1. In all operational facilities, the increase in traffic density and the need for the expeditious movement of air traffic without compromising safety have emphasized the importance of the position relief process. Major problems occur whenever there is a heavy reliance upon memory unsupported by routines or systematic reminders. This procedure addresses the complete task of transferring position responsibility and the associated relief briefing.

2. Position relief unavoidably provides added workload for specialists at the time of relief. The intent of this procedure is to make the transfer of position responsibility take place smoothly and to ensure a complete transfer of information with a minimum amount of workload. The method takes advantage of a self-briefing concept in which the relieving specialist obtains needed status information by reading from the Status Information Areas to begin the relief process. Up-to-the-minute information relating to the provision of flight services to pilots and aircraft in flight requires verbal exchanges between specialists during the relief process. The method also specifies the point when the transfer of position responsibility occurs.

3. In the final part of the relief process, the specialist being relieved monitors and reviews the position to ensure that nothing has been overlooked or incorrectly displayed and that the transfer of position responsibility occurred with a complete briefing.

c. *Terms.* The following terms are important for a complete understanding of this procedure:

1. **Status Information Areas.** Manual or automated displays of the current status of position-related equipment and operational conditions or procedures.

2. **Written Notes.** Manually recorded items of information kept at designated locations on the positions of operation are elements of Status Information Areas.

3. **Checklist.** An ordered listing of items to be covered in a position relief.

d. *Precautions.*

1. Specialists involved in the position relief process should not rush or be influenced to rush.

2. During position operation, each item of status information which is or may be an operational factor for the relieving specialist should be recorded as soon as it is operationally feasible so that it will not be forgotten or incorrectly recorded.

3. Extra care should be taken when more than one specialist relieves or is being relieved from a position at the same time; e.g., combining or decombining positions.

e. *Responsibilities.* The specialist being relieved shall be responsible for ensuring that any pertinent status information of which he/she is aware is relayed to the relieving specialist and is either:

1. Accurately displayed in the Status Information Areas for which he/she has responsibility, or

2. Relayed to the position having responsibility for accurately displaying the status information. Prior to accepting responsibility for a position, the relieving specialist shall be responsible for ensuring that any unresolved questions pertaining to the operation of the position are resolved. The specialists engaged in a position relief shall conduct the relief process at the position being relieved, unless other procedures have been established and authorized by the facility air traffic manager.

f. *Step-By-Step Process of Position Relief.*

1. Preview of the Position

## RELIEVING SPECIALIST

(a) Follow the checklist and review the Status Information Areas.

### NOTE-

*This substep may be replaced by an authorized preduty briefing provided an equivalent review of checklist items is accomplished.*

(b) Observe position equipment, operational situation, and the work environment.

(c) Listen to voice communications and observe other operational actions.

(d) Observe current and pending aircraft and vehicular traffic and correlate with flight and other movement information.

(e) Indicate to the specialist being relieved that the position has been previewed and that the verbal briefing may begin.

### NOTE-

*Substeps (b), (c), and (d) may be conducted concurrently or in order.*

2. Verbal Briefing

## SPECIALIST BEING RELIEVED

(a) Review with the relieving specialist, the checklist, Status Information Areas, written notes, and other prescribed sources of information, and advise of known omissions, updates, and inaccuracies. Also brief the relieving specialist on the abnormal status of items not listed on the Status Information Areas, as well as on any items of special operational interest calling for verbal explanation or additional discussion.

(b) Brief on traffic, if applicable.

(c) Completely answer any questions asked.

(d) Observe overall position operation. If assistance is needed, provide or summon it as appropriate.

(e) Sign off the position in accordance with existing directives or otherwise indicate that the relief process is complete.

### REFERENCE-

*FAAO 7210.3, Para 2-2-3, Duty Familiarization and the Transfer of Position Responsibility.*

<b>RELIEVING SPECIALIST</b>
-----------------------------

(f) Ask questions necessary to ensure a complete understanding of the operations situation.

(g) Make a statement or otherwise indicate to the specialist being relieved that position responsibility has been assumed.

(h) Sign on the position unless a facility directive authorizes substep (g) above.

(i) Check, verify, and update the information obtained in steps 1 and 2.

g. Check position equipment in accordance with existing directives.